

# PROFESSIONAL EXCAVATOR HANDBOOK



## It's the Law!

- Call Your Local One-Call System before Digging
- Wait for the site to be Marked
- Respect all the Marks
- Dig with Care

**In Idaho DIAL**



**Know what's below.  
Call before you dig.**

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## I. PREFACE

This handbook is published as an educational document to assist the professional excavator interface with Dig Line, the local one call center and its member utilities. This handbook should be reviewed by anyone who contacts the local one-call center (Dig Line).

This handbook and the reproduction of the Idaho Underground Facilities Damage Prevention Code should be used for informational and reference purposes only: it is not intended to be a full and complete statement of the law or the excavator's duties and responsibilities when engaging in excavation work. Individuals seeking a legal reference document should contact their legal advisor. A copy of the current Idaho Code is inserted in the back of this handbook.

This handbook does not have copyright protection. Additional copies of this manual may be obtained by duplication, or by contacting Dig Line.

## II. DEFINITIONS

Refer to Idaho Code Chapter 22 Sections 55-2202. Definitions inserted in the back of this handbook.

## III. WHAT'S BURIED BELOW THE SURFACE?

Utility lines – electric, natural gas, oil, telephone, fiber optics, cable TV, water and sewer - - are buried everywhere: in streets, alleys, under vacant ground, in farmland, along property boundaries and railroad rights-of-way, and over mountains. When you dig anything, from a posthole to directional boring and major excavation, you run the risk of damaging a utility line.

In many areas farmland is being converted into residential property. As a result, water-filled ditches and streams may be encased underground. It's getting crowded underground; even "open country" may conceal buried utilities as many large pipeline and fiber optic cables run over mountains and into farmland property.

Even the presence of overhead lines does not rule out the existence of buried power, cable TV or telephone facilities. Utility companies may have both overhead and underground facilities in the area.

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Excavators are liable for damage to facilities when they do not call for utility locations before excavating or when excavators are unfamiliar with the proper procedures for safely excavating around facilities. Damages can also occur from improper back filling around exposed utilities.

#### IV. DETERMINING WHO AND WHEN TO CALL

The Idaho Underground Facilities Damage Prevention Code requires anyone engaging in any activity which displaces earth, rock or other material on or below the ground to notify the one-call center at least two (2) working days but not more than ten (10) days prior to excavation. (IC Chapter 22, Sec. 55-2202, 55-2203(b)). **If your project is delayed for some reason, the locate request is valid for three (3) consecutive weeks following the date of notification so long as it is reasonably apparent that site conditions have not changed.**

The local one-call center (Dig Line) was created to provide one central number for excavators and the general public to call to notify multiple utilities of intended excavation. Although the Idaho Underground Facilities Damage Prevention Code requires all utilities with underground facilities to participate, **there are several utilities that do not receive notice of excavation because they have not registered with the local one call center (Dig Line).** Please ask the Dig Line operator for a list of utilities notified for your proposed excavation site. (IC Chapter 22, Sec 55-2204)

Dig Line encourages contractors to notify non-member facility owners. Because non-member facilities may be difficult to identify, Dig Line suggests the following options for identifying their presence.

- A. Ask the occupant at the job site if they are aware of Facility owners in the area.
- B. Ask the party for whom the work is being performed if they are aware of any other facility owners in the area.
- C. Ask the local utility members who have marked their Facilities if they are aware of any other facility owners in the area.
- D. Contact the municipal body governing the area for a list of facility owners who have filed a permit to bury facilities.

Dig Line should **NOT** be contacted for any of the following reasons:

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- To report damages to underground facilities.
  - To report any type of service outage
  - To resolve any type of billing problem
  - To request initiations of any type of utility service
  - To request any type of facility removal or relocation

To resolve these items, contact the facility owner directly.

## **V. HOURS OF OPERATION**

Dig Line, The local one-call center, is open 24 hours a day, seven days a week including holidays. Holidays include:

New Year's Day  
Martin Luther King Day  
President's Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day  
Christmas

Underground facility owners will mark requested facilities during Normal Business Days, Monday through Friday, except Emergencies.

## **VI. DIG LINE'S TELEPHONE NUMBERS**

Effective April, 2007, The Federal Communications Commission (FCC) designated 811 as the nationwide number for contractors and others to call before conducting excavation activities. In Idaho, you can call '811' to reach your designated call center for your area. If the 3 – digit abbreviated dialing is not available, call toll free, 1-800-342-1585, to reach Dig Line or 342-1585 (Local calling area of Boise)

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## VII. ALTERNATE CONTACT METHODS

- A. FAX-A-LOCATE PROGRAM – Dig Line allows excavators to fax Standard locate requests to Dig Line rather than calling their requests in.

Excavators can file fax locate requests 24 hours a day, seven (7) days a week. However, Dig Line processes faxed locate requests on the next normal business day (Monday through Friday, 8:00 am – 5:00 pm)

Dig Line will process all faxed locates received before 10:00 am by Noon and all other faxed locates after 10:00 am by 5:00 pm of the received date of the fax.

Excavators will receive a copy of the work request entered into our system. **It is the excavator's responsibility to insure all information is entered as requested and to report any problems or errors immediately to Dig Line.**

By using the fax-a-locate program excavators can save the time of calling the request into Dig Line. Dig Line does recommend that all time sensitive requests be called in to insure they are located by the required time.

Dig Line provides training for those organizations interested in the fax-a-locate program. Please contact Dig Line if you would like more information on this program.

- B. WebTicket PROGRAM – Dig Line allows excavators to enter Standard locate requests via website, [www.digline.com](http://www.digline.com).

Excavators can submit locate requests via WebTicket 24 hours a day, seven (7) days a week. However, Dig Line processes WebTickets during normal business days (Monday through Friday, 8:00 am – 5:00 pm)

Dig Line will process all WebTickets within one hour received;

Excavators will receive a copy of the work request entered into our system. **It is the excavator's responsibility to insure all information is entered as requested and to report any problems or errors immediately to Dig Line.**

By using the WebTicket program excavators can save the time of calling the request into Dig Line. Dig Line does recommend that all time sensitive requests be called in to insure they are located by the required time.

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Dig Line provides training for those organizations interested in the WebTicket program. Please contact Dig Line if you would like more information on the WebTicket program.

## **VIII. TYPES OF CALLS HANDLED BY Dig Line, Inc.**

There are several types of excavation calls handled by Dig Line. Each request type is used to handle unique situations or problems. The following is a brief explanation of each:

### **STANDARD LOCATE**

Idaho State law requires an excavator to call no more than 10 Business Days and no less than 2 Business days from the proposed planned excavation. The excavator may begin excavation only after all known underground facility owners have marked their facilities (IC CH 22, S 55-2203(2)). However, if any utilities have failed to respond to the original request, it is advised that a 2nd Request be filed with Dig Line requesting immediate location of the facilities (See description below).

Pre-mark on-site the path of excavation with white paint or other reasonable means that will set out clearly the path of excavation. (IC CH 22, S 55-2203(b)). An excavator need not pre-mark as required if:

- (1) The excavator provides an address and lot and block of the specific excavation area on the locate requests; or
- (2) The excavator and underground facility owner have a meeting prior to the beginning of the proposed excavation at the excavation site providing the specific area that needs marked.

### **2nd REQUEST**

If any utility has failed to notify and mark their facility within the required two (2) business days, excavators are encouraged to re-notify Dig Line. A 2nd Request will be dispatched and the utilities will respond as soon as possible. To insure the proper utilities are notified for failure to respond, please provide the Dig Line operator with a list of only the utilities that have not responded to your request.

Before filing a 2nd Request, please verify all address information to insure the correct information was sent to the utilities.

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## **UPDATE**

Idaho Code requires notification of excavation no more than 10 days and no less than 2 business days from your planned excavation (IC CH 22, S 22-2203 (1)(a))

- (3) If your planned excavation is delayed for some reason more than three (3) weeks, your locate ticket is invalid and you must resubmit your request to Dig Line. Indicate the old ticket number and another locate request will be processed. The member utilities will remark the area within 2 business days of your latest request.
- (4) If your marks have been destroyed due to weather or excavation in the area, resubmit your request to Dig Line. Indicate the old ticket number and another locate request will be processed.
- (5) If your project has been extended and additional area needs marked, resubmit your request to Dig Line. Again, indicate the old ticket number and another locate request will be processed.

## **EMERGENCY**

An Emergency is defined by Section 55-2202, Idaho Code, as “any condition constituting a clear and present danger to life or property, or a customer service outage.” Requests called in as emergencies that do not meet the definition of an emergency as described above are subject to a service charge by each utility that responds.

Member utilities will respond to and mark their facilities for emergency notification immediately. It is recommended that the excavator remain on-site and provide an on-site contact number.

## **PRIORITY LOCATE**

A Priority Locate is defined as the same as an Emergency Locate. However, if an immediate response is not required, please give an approximate time of excavation. Member utilities will respond to and mark their facilities depending on the severity of the emergency. Please provide the Dig Line operator the approximate time excavation will occur.



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## MEET REQUEST

Most work location requests can be handled over the phone. In situations where excavation projects are large and complicated, a meet can make the filing of the work location request much easier. If the excavator is unable to pre-mark the proposed site or provide an address and lot and block for the work location, a Meet Request is required.

If a meet is requested, the Dig Line operator will take a general description of the work site. Enough information will be needed for the underground utility operators to furnish necessary utility maps to their field locator.

A meet should also be arranged when it is impossible to explain the project over the phone. Many times, what may seem to be a complicated project can be described easily by phone if it is broken into several pieces and pre-marked prior to calling in for a locate request. For example, instead of trying to describe a major project involving work on four (4) streets, break the project down into four (4) locate requests involving the work on each of the four (4) streets.

If the job site does not involve streets but rather a complex route in an open field, it would be best to mark the route of the project with white paint, stakes or flags. If it is possible, fax a map outlining the planned excavation area to Dig Line. The map should clearly indicate the following: North directional, legible street names, contact phone number, and proposed dig area. The map can be faxed directly to each utility that may be involved in the locate request.

If it is absolutely necessary to set up a meet, a Dig Line operator can set up an appointment at 11:00 a.m. or 1:30 p.m. at least two (2) working days from the time of the call. If any underground utility locators are unable to make the meet requests, it is the locator's responsibility to contact the contractor to make other arrangements. The following procedures must be followed when requesting a meet.

(1) Indicate to the Dig Line operator if the utilities must mark at the time of the meet. **It is at the discretion of the utility locator and time constraints if the utility can mark at the time of the meet.**

(2) You must be present at the exact time and location given on the request. Utilities will only wait at the specified location for 15 minutes. If you do not show up at the requested time and place, your request will be void.

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(3) You will be required to provide the utilities with either a written description, a map of your excavation area, or Premark the area in white.

(4) If the utility locators are unable to mark their facilities at the Meet Request, arrangements by the two parties should be made at the meet time to complete the locate.

### **PRE-DESIGN REQUEST**

In addition to accepting calls for excavation, Dig Line also accepts calls for Planning and Design. **THIS IS NOT A REQUEST FOR EXCAVATION.** This request is used when a construction project is in the planning stage and information on the location of existing facilities is being sought. A full description of the proposed job site is required. Dig Line Members will respond in one of 3 ways within 5 days of the request:

(1) Field location of the area requested.

(2) Utility will phone the caller within 2 days of the request and notify the caller they will provide prints of the location of buried facilities at the proposed job site.

(3) Provide the caller with prints of buried facilities. The caller may send prints of the job site to the members. The members will in turn mark existing facilities on these drawings or provide copies of the record information and return them to the caller.

The caller should tell the Dig Line operator handling the call which response is preferred. However, please note that each member will respond in the manner it deems most appropriate. For some planning information requests, callers may be requested to view the requested information at the member's office. Please note that some members may require a fee for these services.

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## LOCATE REQUEST FORM

*Except for emergencies, Idaho law requires at least two (2) working days and not more than ten (10) days advance notice of excavation activities. The law defines an emergency as "any condition constituting a clear and present danger to life or property, or a customer service outage."*

- A. Caller ID # (assigned to you on your first call)
- B. Excavator's Phone # \_\_\_\_\_
- C. Excavator's Name \_\_\_\_\_  
Company Name \_\_\_\_\_  
Company Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Fax Number \_\_\_\_\_
- D. Work Being Done For \_\_\_\_\_
- E. County & City of Excavation \_\_\_\_\_
- F. Lot/Block, Subdivision (if applicable) \_\_\_\_\_
- G. Street Address \_\_\_\_\_
- H. Nearest Intersecting Street \_\_\_\_\_
- I. Township/Range/Section/Quarter Section (if known) \_\_\_\_\_
- J. Type of Work \_\_\_\_\_
- K. Private Property (Y/N) \_\_\_\_\_ Right-of-Way (Y/N) \_\_\_\_\_  
Mechanical Boring (Y/N) \_\_\_\_\_ Overhead Lines (Y/N) \_\_\_\_\_  
Premarked (Y/N) \_\_\_\_\_ Blasting (Y/N) \_\_\_\_\_
- L. Location of Work & Marking Instructions \_\_\_\_\_
- M. Work To Begin Date: (no more than 10 days; no less than 2 business days)
- N. Ticket # (issued for each locate request)
- O. Utilities Notified (member utilities only)

## IX. GUIDELINES FOR CALLING DIG LINE

Dig Line operators are professionally trained to obtain specific information concerning locate requests. Because information is entered via computer, the order of the questions you will be asked is preset. Each question is important and provides the utilities with information to locate their facilities in a timely manner.

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Locate request processing is easy if the caller is prepared to answer all questions. Preparation is the key. The best way to prepare for a call is to use the above form to ensure all necessary information is available before calling Dig Line.

The following is an explanation of the requested information in the order asked by the Dig Line operator.

**CALLER ID NUMBER** – The first time an excavator calls Dig Line, they are issued an identification number which is unique. An excavator should keep this number available to use when he/she calls in any future locate requests. This number assists the Dig Line operator in verifying the excavator’s information.

**EXCAVATOR’S PHONE NUMBER** – Once an excavator has called for a locate request the company’s phone number activates the computer database automatically on future calls. It is important that the number provided is a valid number where you can be reached by the utilities in case additional information is required to process the locate request. Please be advised, if a utility member leaves a message on an answering machine, the utility locator may require additional time to locate after the excavator returns his call.

**EXCAVATOR’S NAME & COMPANY INFORMATION & EMAIL**– The excavator’s name is required in case underground utility locators require additional information to process a request. Utilities may also call the excavator to set up appointments for mark and standby locations to protect highly sensitive underground facilities. The mailing address of the excavator performing the work is recorded and stored in a mailing list database. This mailing list may be used periodically by Dig Line and member utilities to notify excavators of information pertaining to the policies and procedures of Dig Line. The mailing list will not be sold to outside sources.

**EXCAVATOR / OWNER** – The name of the property owner or contractor who the excavator is working for is required in case underground utility locators need additional information to process the request.

**COUNTY/CITY** – Dig Line accepts location requests for the State of Idaho. If your excavation is in an unincorporated county area, please state the nearest city to the excavation area, along with the approximate mileage and directions from the closest city. It is important that the city and county information be correct to insure that the proper utilities are notified.

**LOT/BLOCK/SUBDIVISION** – In new subdivisions, house numbers may not be posted on the requested excavation area. Therefore, in addition to the designated address listed on your permit, the lot, block and subdivision is required.

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**STREET ADDRESS** – To insure that all affected underground utility locators can find the location of the work requested, Dig Line requires specific address information for identifying a job site.

The following are two examples of property information when identifying the location of the job site:

**2255 N Main St**  
**355 N 2600 West**

The best information is a street address. However, if a street address is not available, pre-marking in white or a Meet Request is required. A Dig Line operator will also ask for the following information:

- Names of the nearest intersecting streets
- Directions from the closest town or well-known landmark
- Direction and approximate distance from two intersecting roads or the closest town

The following is an example of property information when identifying the location of the job site without an address in a rural area.

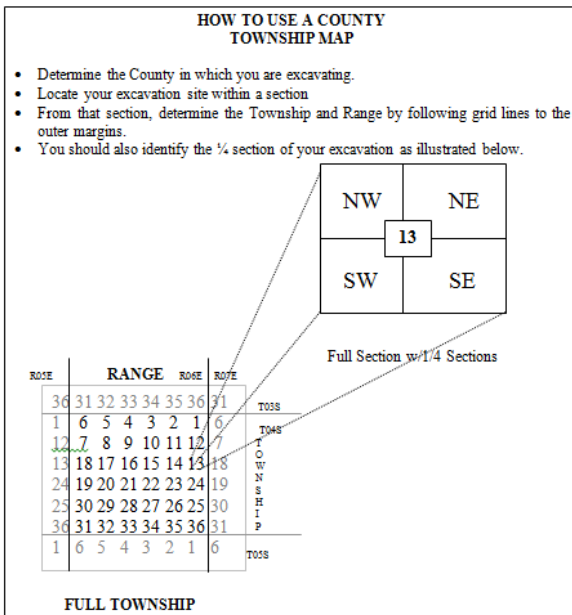
Highway 30 & Aguirre Rd.

Directions: Go south on Highway 30 from Mountain Home to Highway 30/Aguirre Rd intersection. Area to be located is on the SE corner of this intersection where it is staked with white flags.

Because the members notified vary from location to location, Dig Line policies require that a separate locate request be filed for each job site. In other words, the installation of 15 utility service lines will result in the filing of 15 separate requests. Large projects can be covered by one request provided the work is one continuous job and can be properly described on a single request form. A Meet Request Locate whereby all locators meet the excavator at a designated place, date and time can be arranged. *Note: Arrangements for marking the area is made at the time of the meet between the excavator and locators and may require additional time to mark.* Locate requests should be kept to distances of one mile or less to ensure the proper members are notified.

**NEAREST INTERSECTING STREET** – Listing the nearest intersecting street to the excavation area is required. Additional driving directions may also be needed.

**TOWNSHIP/RANGE/SECTION/QUARTER SECTION** – In all areas, member service areas are determined by the legal of the job site. However, the processing of your request in rural areas will be faster and more accurate if you can supply the township, range, section and quarter-section of the site. Since a section covers a one-square mile area, the CSA still needs to know the location of the site within the section. This is valuable information in rural areas where an exact address cannot be given. By providing township/range information you ensure the proper utilities will be notified.



**LATITUDE / LONGITUDE**

In all areas, an excavator can provide the Latitude & Longitude of the dig site to the Dig Line Operator. Latitude / Longitude coordinates must be provided in decimal form. Not all underground facility owner personnel use GPS. Therefore, driving directions to the site must also be provided.

**TYPE OF WORK** – Field locators need to know the specific reason for excavation. Please be as specific as possible. For example, “installation of a sanitary sewer lateral” is much more helpful than “digging for sewer line.”

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## EXACT DIG LOCATION

### Private Property; Right-of-Way

Indicate whether excavation will be taking place on private property, right-of-way or both. Right-of-Way is considered any excavation in the street or alley to the property line..

Mechanical Boring: Indicate if any mechanical drilling or directional boring will be done on proposed project.

Overhead Power Lines: Indicate if you will be working within 10' overhead power lines. Idaho Code Chapter 24, Title 55 requires anyone performing any work or using any mechanical or hoisting equipment within specified high voltage power lines to contact power facility owners for safety clearance.

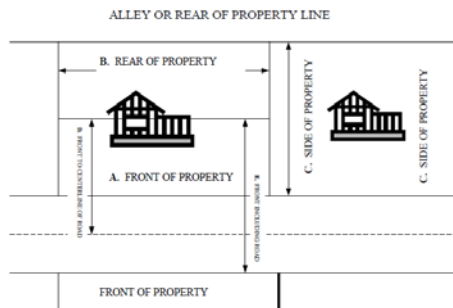
Premarked: Indicate whether the area is premarked and by what method, white paint, stakes, etc.

Blasting: Indicate if any blasting will be taking place within the scope of the project.

**LOCATION OF WORK & MARKING INSTRUCTIONS** - After identifying the location of the job site, Dig Line operators handling your call will ask you to identify what portion of the job site is to be located by the member facility owners. The caller must be able to provide as accurately as possible the location of the proposed excavation. Footage and compass direction from the intersection streets, house numbers or landmarks are all essential in helping facility owners find the work location. In identifying this area, the following guidelines should be considered:

Right and left should not be used since they are relative points of view.

- A. FRONT From Middle of House to street side curb (from side property line to side property line)
- B. REAR From Middle of House to alley side or rear property line (from side property to side property line)
- C. SIDE North, South, East or West Side from front street curb to rear property line or alley. List both addresses if locate is requested for common property line
- D. STREET & FRONT OF PROPERTY From Middle of House out to centerline of road
- E. FRONT OF PROPERTY & ENTIRE STREET From Middle of House out to and including both sides of street.



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Many lots are very large and are, therefore, difficult to mark. The Dig Line Operator will try to avoid dispatching locate requests that state “locate the entire lot.” If possible, try to list the specific area to be marked. Here are a few examples of the requested information:

- Locate from the front of the house to the curb.
- Locate the NW corner of the lot.
- Locate from the North lot line into property 20 feet.
- Locate a 20 foot radius around the perimeter of the house
- Locate rear from east property line to west property line.
- Locate from SW corner of house to phone pedestal in the rear SW corner.

In all cases, Dig Line Operators are looking for a description of area to be marked. Please refer to the diagrams within this handbook to assist you in describing your excavation area.

Dig Line Operators can make a note of any additional information which will be useful to utility locators in fulfilling your locate request. For example, a warning about a dog or information about availability by phone can also be noted.

If the information seems incomplete, Dig Line Operators will note that the information obtained is the best available. The locate request will still be transmitted to members. Members, however, may need additional information before locating their facilities and will contact the excavator direct.

**WORK TO BEGIN DATE** - The Dig Line Operator will provide you with the time and date your location request should be marked. It is very important not to begin work prior to the legal start date and time (See the Underground Facilities Damage Prevention Act enclosed with this handbook). Beginning work before the legal start date and time can result in forfeiture of the excavator’s rights and protection provided for under the Act. NOTE: Locate Requests should be called in no more than 10 Business Days and no less than 2 Business days from planned excavation (IC Chapter 22, Sec. 55-2203(b)). If the excavation is delayed, your locate request is valid for three (3) week following the date of notification so long as it is reasonably apparent that the site conditions have not changed as to invalidate the markings (IC Chapter 22, Sec. 55-2203(2)).

**TICKET #** - The location request number is a ten digit number (Year + 6 digits) that is assigned to each location request made by a caller. The number references the caller with the details of the proposed excavation and is helpful when contacting a member utility for further assistance.



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**UTILITIES NOTIFIED** – The Dig Line Operator will inform the caller of the member utilities that the center will notify. The Dig Line Operator does not have any information on utilities not participating with Dig Line, Inc..

**X.  
WHAT HAPPENS AFTER THE CALL IS MADE**

Once a work location request is completed, it is processed by the Dig Line computer system. The computer analyzes the grid information of the location request to identify which underground facility owners have elected to receive the information for the specified area. After identifying the proper facility owners, the computer transmits the message via direct dial communication links to each facility owner or designated locating company. In some cases, members receive the information through a direct phone conversation with a Dig Line Operator.

The location request information is received by the facility owner’s agents and then screened with their maps and records. It is their job to decide whether or not the location of the work site is close to existing underground utilities. Once it is determined that markings are required, the ticket is dispatched to a field locator who will locate and mark the excavation site with paint, stakes and/or flags. Locators mark facilities according to specific guidelines and color codes (**See Back Cover**).

Underground facility operators will notify the excavator within two (2) working days by physically locating the excavation area. In some cases the facility owner may require to be on site at the time of excavation.

**Note:** In some cases, the underground facilities belong to the owner of the property rather than to the utility. The Dig Line Operator will not know at the time of your locate request. However, the field locators may know and indicate at the site by marking “COW”(customer owned wire). Member utilities will not mark utilities they do not own.

For example, the utility may own the pipe and/or conductor up to a meter at the edge of the property. The pipe/conductor from the meter to the house may belong to the homeowner.

**XI.  
RESPONSIBILITIES OF THE FACILITY OWNER**

After receiving and screening the work location request, each underground facility operator will either contact the excavator or mark, in a reasonable manner, the

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location of facilities in the field in order to enable the excavator to easily recognize the location of buried facilities. Underground facility locators will mark facilities in accordance with the uniform color code.

Underground facility locators will use stakes, flags, paint or other suitable materials in varying combinations dependent upon the type of surface to be marked. These marks will be in sufficient quantity to clearly identify the routes of the facility. The marking may also include the symbols of the underground facility owner or actual company abbreviation.

When it is expected that the surface covering the underground facility will be destroyed, supplemental offset marking may be added. Such markings will identify the direction and distance to the actual facility. Supplemental markings may be added at the discretion of the facility owner.

## **XII. GUIDELINES FOR MARKING OF UNDERGROUND FACILITIES**

- A. **MARKING METHODS**-Member utilities will mark their facilities with the appropriate color paint, or flags using one of the following methods.
- offset markings on road or curb:
  - mark centerline of underground facilities; or
  - mark the outside dimensions of the facility when the width of the facility is over 6".
- B. **TOLERANCE ZONE**-Excavation within twenty-four (24) inches width of facility markings must be performed by hand. [No mechanical excavation should be done within the Tolerance Zone.]

Emergency work location requests are given top priority. Underground facility locators will mark facilities within the emergency excavation area immediately.

If the original markings have been erased, underground facility locators will, upon receiving a work location request, remark their facilities within two (2) business days. However, it is the excavator's responsibility to maintain markings on the ground to prevent utility callbacks.

- C. **DEPTH OF FACILITIES**-Dig Line does not have information on the specific location or depth of buried facilities. In fact, facility operators themselves frequently may not be able to provide depth information to the caller.

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While it is true that most facility owners follow certain depth requirements or guidelines when installing lines, they have no control over depth variation caused by human intervention, weather or other circumstances.

For example, suppose a facility is buried three feet below the surface in a given area. Following installation, a landscaper adds one foot to the topsoil. In this case, the facility is now four feet deep. On the other hand, if the landscaper were to remove one foot of dirt, that facility would only be two feet below the surface.

In addition to human intervention, the effects of weather, such as erosion, can affect the depth of underground facilities.

### XIII. RESPONSIBILITIES OF THE EXCAVATOR

(After Calling Dig Line)

Many people believe that by notifying Dig Line of intended excavation they have completed all of their responsibilities with respect to the locating process. This is not the case. Notifying Dig Line is only the first step, and there are several other responsibilities which need to be considered.

After the markings have been made, excavators should maintain a minimum clearance of 24 inches between a marked and unexposed underground facility and the cutting edge or point of any power-operated excavating or earth moving equipment. **If excavation is required within 24 inches horizontally of any marking, the excavation should be performed with extreme care utilizing hand tools or vacuum excavation techniques.**

If, during the course of excavation, a facility has been exposed, it is the excavator's responsibility to inspect and support these facilities prior to back-filling. If damage of any kind is discovered or any suspicion of damage exists, it is the excavator's responsibility to immediately notify the facility owner directly.

Excavators should plan their work so as to minimize damage to markings.

Many excavators mistakenly believe Dig Line is responsible for the actual marking of facilities. This is not the case. Dig Line takes information from the excavator and relays it to the underground facility owners. Each member utility is responsible for ensuring that their facilities are properly marked. When one underground facility owner indicates that there are no facilities in conflict with specific excavation, the excavator must realize that this does not mean that Dig Line has cleared the site; nor does it mean that other facilities are not at that location. Excavators are

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reminded not to begin excavation until all underground facilities have been marked or they have been notified by the facility owner they are clear. This should also include facilities operated by utility owners not participating with Dig Line.

If, after two (2) business days, the member utility operator has not marked its facilities, Dig Line recommends that the excavator call Dig Line to have a 2nd Request sent to the utilities which have failed to respond to the original request.

**Excavators shall not excavate until all known facilities have been marked. Once marked by the owner of the underground facility, the excavator is responsible for maintaining the markings.**

#### XIV. REPORTING PROBLEMS

There are several problems that the excavator may encounter during the locating process. Dig Line will assist in the resolution of these problems. The following are some of the more commonly experienced problems with a brief description of the proper channels to follow.

- A. FAILURE TO LOCATE FACILITIES PRIOR TO START DATE - If the start date and time arrives and one or more members has failed to mark the facilities or notify you of no conflict, Dig Line recommends that you call in a 2nd Request.
- B. Dig Line is interested in the excavator's concerns and will assist in any way possible to resolve problems.
- C. CORRECTING ERRORS - At the time of your original call the Dig Line Operators will verify all information given by the caller. Please listen carefully to this verification and make corrections as necessary. Dig Line verifies all information back to caller to ensure all information recorded is correct. **If the caller verifies incorrect information, the excavator is liable for any damages to unmarked utilities due to the incorrect information dispatched.**
- D. If, at any time, it is discovered that incorrect information was provided to Dig Line, callers should notify Dig Line as soon as possible. Dig Line operators will assist you in making corrections. In most cases, a new request will have two (2) business days from the time of the request to mark their facilities. Corrections will only be accepted from the company that originated the ticket. In other words, a subcontractor may not change information on a ticket filed by the general contractor. Subcontractors should make their own notification.

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Corrections will only be made prior to 7:00 pm on the same date as the request date.

- E. LEGAL MATTERS - Dig Line records all telephone conversations which pertain to the work location request and maintains a copy for five (5) years. Dig Line can be of assistance in providing copies of these records in the case of a dispute. In some cases, there may be a fee involved for record retrieval.
- F. Dig Line has various methods of searching for these records. The quickest method of obtaining a record is through the use of the ticket number assigned to the locate request. Records can be found from other information, such as the date, the calling company and the excavation location, but the process is more difficult. The more information which can be supplied, the quicker the proper record can be found.

## XV.

### GUIDELINES FOR SAFELY DIGGING AROUND PIPELINE FACILITIES

1. Pot hole and hand dig to expose utilities
2. Only begin excavation after area is marked or cleared by all facility owners.
3. Hand dig at more than one location of the excavation site anytime there remains doubt as to the whereabouts of underground facilities.

## XVI.

### OTHER LAWS AND REGULATIONS

FEDERAL LAWS – 49usc 60123(D) **Penalty for not using one-call notification system or not heeding location information or markings** --A person shall be fined under title 18, imprisoned for not more than five (5) years or both, if the person knowingly and willfully

1. engages in an excavation activity –
  - a) without first using an available one-call notification system to establish the location of underground facilities in the excavation area;  
or
  - b) without paying attention to appropriate location information or markings the operator of a pipeline facility establishes; and

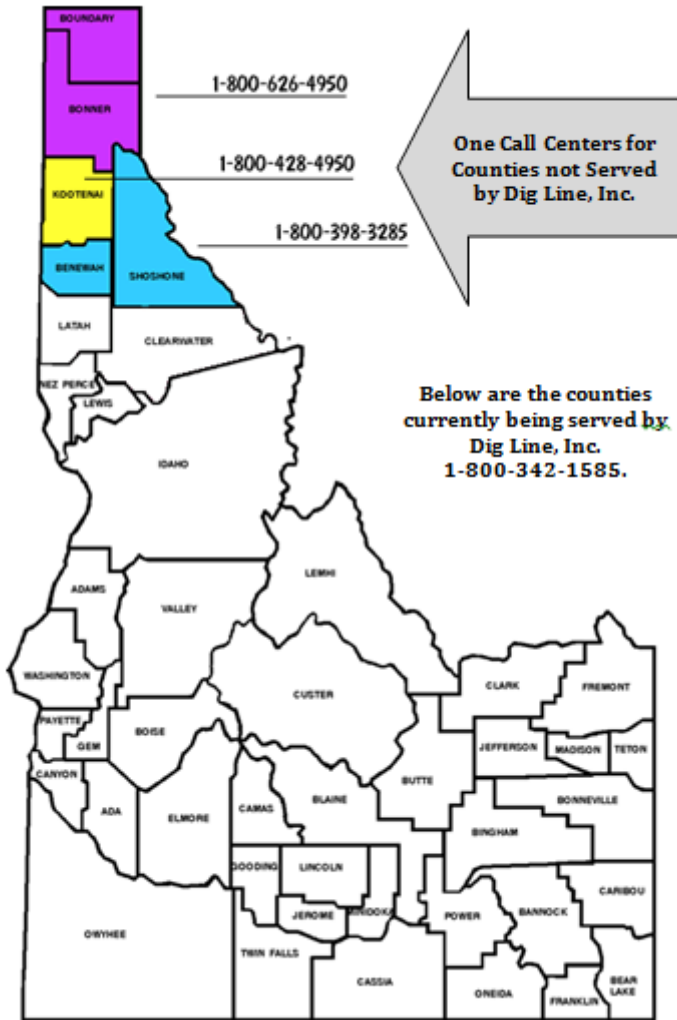
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2. subsequently damages –

- a) a pipeline facility that results in death, serious bodily harm, or actual damage to property of more than \$50,000;
- b) a pipeline facility that does not report the damage promptly to the operator facility and to other appropriate authorities; or
- c) a hazardous liquid pipeline facility that results in the release of more than 50 barrels of product.

**OSHA REGULATIONS – CFR 29 PART 1926 SUBPART P**

- 1. The estimated location of utility installations, such as sewer, telephone, fuel, electric, water lines, or any other underground installations that reasonable may be expected to be encountered during excavation work, shall be determined prior to opening an excavation.
- 2. Utility companies or owners shall be contacted within established or customary local response times, advised of the proposed work, and asked to establish the location of the utility underground installations prior to the start of actual excavation. When utility companies or owners cannot respond to a request to locate underground utility installations within 24 hours (unless a longer period is required by state or local law), or cannot establish the exact location of these installations, the employer may proceed, provided the employer does so with caution, and provided detection equipment or other acceptable means to locate utility installations are used.
- 3. When excavation operations approach the estimated location of underground installations, the exact location of the installations shall be determined by safe and acceptable means.
- 4. While the excavation is open, underground installations shall be protected, supported or removed as necessary to safeguard employees.



Idaho is a multi-call center state. The following illustration indicates which numbers to call for utility location requests in the various counties of Idaho.

Call Toll Free 1-800-342-1585  
Or fax request to 1-800-342-1586



